UNM Staff-Faculty Wayfinder Website

Liz Hutchison, Professor of History and Associate VP for Equity and Inclusion, UNM

Wayfinder
A Resource Navigator for UNM Staff and Faculty. Visit Wayfinder.unm.edu.
UNM Guides: Sexual Misconduct

WHAT IS TITLE IX?
Title IX prohibits sex discrimination in educational settings, including both unwanted sexual attention and date violence. Title IX protects campus community members of all sexes, genders, and sexual orientations, pregnant and parenting individuals, and those experiencing sexual harassment or violence. Title IX also prohibits retaliation. Title IX covers all aspects of educational and academic-related programming and prohibits sex discrimination.

Information and Resources for Individuals Affected by Sexual Misconduct

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## DEI Referral Chart - 2020

<table>
<thead>
<tr>
<th>Issue</th>
<th>Definition</th>
<th>Am I required to report?</th>
<th>Where target can get confidential support</th>
<th>Where target can get other support*</th>
<th>Where target can report*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Discrimination and harassment</td>
<td>Defined by UNM as conduct that adversely affects the employment, educational access, living situation, or participation in university programs by a member of a &quot;protected class.&quot; State and federal laws prohibit discrimination and harassment against individuals based on personal traits or characteristics, statuses, and/or beliefs: including age, ancestry, color, ethnicity, gender, gender identity (including gender expression), genetic information, national origin, physical or mental disability, pregnancy, race, religion, serious medical condition, sex, sexual orientation, spousal affiliation, and veteran status. (UAP 2720, Interim)</td>
<td>PROBABLY NOT: if you are a supervisor of the target or the perpetrator, make a report to CCEO or via EthicsPoint.</td>
<td>WRC and LGBTQ Resource Center; Staff Ombuds; CARS</td>
<td>CARS; Supervisor/Chair; Affinity Groups; Resource Centers***</td>
<td>CCEO; EthicsPoint</td>
</tr>
<tr>
<td>Sexual harassment</td>
<td>Defined by UNM as discrimination on the basis of sex (including gender, sex stereotyping, gender expression, and gender identity), and includes dating violence, domestic violence, and stalking. (UAP 2740, Interim)</td>
<td>YES: all UNM employees are required to report any and all disclosures of sexual misconduct to the Title IX Coordinator** within 24 hours.</td>
<td>WRC and LGBTQ Resource Center; Staff Ombuds; CARS For sexual assault: SANE Nurses and Rape Crisis of Central New Mexico</td>
<td>CARS; Supervisor/Chair; Affinity Groups***; Student Resource Centers</td>
<td>Title IX Coordinator; EthicsPoint; UNMPD</td>
</tr>
<tr>
<td>Bullying</td>
<td>Defined by UNM as repeated mistreatment of one or more individuals or a pattern of mistreatment of more than one individual. May include verbal or nonverbal</td>
<td>NO</td>
<td>Staff Ombuds; Faculty Ombuds; CARS</td>
<td>CARS</td>
<td>Supervisor/Chair</td>
</tr>
</tbody>
</table>
AC Public Summit – 2019

Katlyn Kennon (U. Michigan), “Organizational Barriers to Reporting of Sexual Assault: Communication Practices of College and University Website”
Research Foundations

• **University websites**: predominantly direct users to policy, contain contradictory information, or are insufficiently trauma-informed risk causing further harm to targets of sexual harassment (Kennon, 2020; Dietkus, 2022)

• **Social support for targets**: importance of providing information and support, and effective institutional response to sexual harassment (NASEM Report on Sexual Harassment of Women, 2018; Smith and Freyd, 2014; Cortina and Magley, 2003)

• **Harm to specific communities**: BIPOC, persons with disabilities, and sexual- and gender-identity minorities experience higher rates of misconduct, and may face additional barriers to reporting misconduct and seeking support (Brubaker, 2017; Cantalupo, 2019; Gómez, 2021)

• **Conflict resolution**: providing multiple access points, confidential resources, and control over pathways for those experiencing workplace conflict reduce barriers to navigating the system (SPIDR, 2001; Rowe & Bendersky, 2002; Wood, Voth Schrag, Hairston & Jones 2019; Ahmed, 2021)
Design Goals

- **User-centered**: build user self-efficacy by enhancing control, building knowledge about available options for getting support or making reports
- **Private**: address user concerns about confidentiality, retaliation and further harm
- **Intersectional**: address users’ experience of different but simultaneous harms, showing how and where the university may support and address their effects
- **Trauma-informed**: Jargon-free text, minimal “clicks,” exit and confidential resource buttons
Mapping

DIVISION FOR EQUITY AND INCLUSION
Navigation

- User status
  - staff vs. faculty
- Types of harm
  - discrimination/harassment
  - bullying
  - violence
  - academic freedom...
- Places to go
  - support vs. report
  - offices and policies
- Possible outcomes
  - processes
  - resolution
Usability Studies: current state

- Usability studies:
  - In June 2022, IT Apps conducted 90-minute Zoom interviews with ten faculty and staff.
  - Goal: to observe how subjects navigate UNM web pages in response to a half dozen case studies of staff/faculty of different status, identity, experiences of harm.

- Findings:
  - The first and most repeated resource is CEEO ("recency" and "availability"), and once searching found reporting options quickly via CEEO and LoboRespect
  - Subjects recommend only the resources with which they are already familiar ("saliency"), often only stumbling on/recognizing other resources while searching
  - Subjects expressed frustration when they couldn’t identify supportive resources or figure out how to get more information (or who to ask).

- Some general observations:
  - UNM search engine not producing “hits” that subjects considered helpful
  - Subjects found lots of outdated or misleading content (f.ex. LRAC, a student-only resource)
## Campus partners

<table>
<thead>
<tr>
<th>1. Division for Equity and Inclusion</th>
<th>8. Staff Council</th>
</tr>
</thead>
<tbody>
<tr>
<td>2. ADVANCE at UNM</td>
<td>9. UA-UNM faculty union</td>
</tr>
<tr>
<td>3. Women’s Resource Center</td>
<td>10. UNMPD</td>
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<tr>
<td>4. LGBTQ Resource Center</td>
<td>11. Compliance, Ethics, and Equal Opportunity Office</td>
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<tr>
<td>5. Human Resources</td>
<td>12. Accessibility Resource Center</td>
</tr>
<tr>
<td>6. Ombuds Services for Staff</td>
<td>13. Counseling, Assistance, and Referral Services</td>
</tr>
<tr>
<td>7. Faculty Mediation Services/Ombuds</td>
<td>14. Academic Freedom &amp; Tenure Committee</td>
</tr>
</tbody>
</table>
Communications

- New Chairs and Directors’ Orientation
- College of Nursing Staff
- College of Nursing Faculty
- LGBTQ Resource Center
- University Libraries
- UNMPD
- BeJEDI Lunch & Learn, School of Medicine DEI
- SOMREO research meeting
- Taos Faculty Council
- Taos Administrative Team
- Research Education Office, School of Medicine
- President’s Executive Cabinet
- Staff Council “Lets Lunch”
- University College
- Faculty Senate
- Diversity Council
- Department of History
- Staff Council “Lets Lunch”
- College of Nursing Faculty
- UNMPD
- New Chairs and Directors Orientation
Try it out!

Wayfinder

A Resource Navigator for UNM Staff and Faculty. Visit Wayfinder.unm.edu.
UNM Staff and Faculty Wayfinder

The Staff and Faculty Wayfinder helps university employees learn about the supportive services and reporting options available to them at UNM.

We call it “the wayfinder” because through it, we seek to empower our colleagues to find their way to getting help. There is no single pathway that is right for everyone. Some people just want someone who can listen, while others want to engage in mediation or file a formal complaint. By exploring the pages on this site users can learn more about their options before deciding how they want to proceed.

If you need immediate help, see these mental health resources, see this list of helpful contacts and phone numbers, or in Albuquerque call UNM Police at (505) 277-2241. Most of the resources listed on these pages are available to staff and faculty on all campuses. Any campus-specific resources are noted as such.

How are you employed at UNM?

Staff

Faculty

Actually, I'm a Student

The Wayfinder app was designed for UNM Staff and Faculty, but we have gathered some starting points for students who may have experienced similar situations.
Who Can I Call and Speak with Confidentially?

It can be hard to find help in ways that feel safe, especially if you have already experienced or seen something uncomfortable or harmful. But many individuals feel relieved and supported when they can share their story in a safe space. If you want support, but don’t want people at work to know what happened, you may wish to consult one of the office below. Please keep in mind that UNM email communications are not confidential. [What do we mean by “confidential”?](#)

On Campus
- Ombuds Services: (505) 277-2993 or ombuds@unm.edu
- Women’s Resource Center: (505) 277-3716 or women@unm.edu.
- LGBTQ Resource Center: (505) 277-5428 or lgbtqrc@unm.edu
- Counseling, Assistance & Referral Services (CARS): (505) 277-6868 or cars@unm.edu
- AGORA Crisis Center: (505) 277-3011, (855) 505-4505, or agora@unm.edu

In Community
- Rape Crisis Center of Central New Mexico: Hotline (505) 266-7771 (English/español), (505) 266-7712, or info@rapecrisismnm.org
- Sexual Assault Nurse Examiner (SAN): (505) 844-7263 (emergency), (505) 988-8720 or info@abqana.org
- Transgender Resource Center of New Mexico: (505) 200-9086 or trgcrnm@tgrcnm.org
- Disability Rights New Mexico: (505) 256-3100 or info@drnm.org
- United Academics of UNM Grievance Committee: info@uauunn.org or contact form
- Staff Unions: Communication Workers Local 7076, Police Officers Association, United Staff-UNM Local 6155
Faculty What happened?

- Harassment or Discrimination
- Bullying
- Violence or Threat of Violence
- Retaliation For Something I Did
- A Threat to My Academic Freedom
- I'm Not Sure What Happened
- Other Workplace Issues
DIVISION FOR EQUITY AND INCLUSION

faculty

Options for Discrimination and Harassment

I Want Information and Support

Ombuds Services

This source is confidential

This office provides on-site and remote services to UNM employees (faculty and staff), graduate students and their colleagues. A skilled ombuds will listen to you, help you identify available options and resources, and support your process of evaluating whether (or not) to take specific actions. The ombuds provides a neutral perspective on your situation, as well as information about useful campus and community resources.

What should I expect?

Confidential Advocates

This source is confidential

Staff and faculty can access trained, confidential Advocates at the Women’s and the LGBT Resource Center, including the North Campus Yasser House. These Advocates offer referrals and some continuing support for faculty and staff of any gender who may have experienced harassment because of their sexuality or gender identity.

What should I expect?

Counseling, Assistance and Referral Services (CARS)

What should I expect?

I Want To Report

Office of Compliance, Ethics, & Equal Opportunity (CEOQ)

This source is not confidential

The Office of Compliance, Ethics & Equal Opportunity (CEOQ) investigates reports of discrimination and harassment. CEOQ ensures compliance with all University policies that uphold the rights of protected status (religion, age, gender identity, race, disability, etc.). The office also protects equal rights to programs and activities of the University under Title IX.

What should I expect?

EthicsPoint Hotline

This source is not confidential

EthicsPoint is a third-party hotline and website through which any member of the campus community can report any suspected misconduct at the university. The UNM Compliance Office uses this information to initiate investigations and generate data on policy violations at UNM. You may use EthicsPoint to submit either an anonymous or identified report to the University.

What should I expect?
Ombuds Services

This source is confidential 🕵️

This office provides on-site and remote services to UNM employees (faculty and staff), graduate students and their colleagues. A skilled ombuds will listen to you, help you identify available options and resources, and support your process of evaluating whether (or not) to take specific actions. The ombuds provides a neutral perspective on your situation, as well as information about useful campus and community resources.

What should I expect?

- This office is a confidential, informal service that helps you think out loud about your situation. Your communications with and visits to the ombuds remain confidential, even to the UNM administration.
- You determine what your next steps will be following the ombuds visit. Any reporting or other actions you take following your consultation with the ombuds are entirely up to you.
- This office supports informal and collaborative problem-solving, in which your participation is always voluntary. Ombuds Services does not engage in investigation, advocacy, reporting, sanction, or formal process of any kind.
Office of Compliance, Ethics, & Equal Opportunity (CEEQ)

This source is not confidential

The Office of Compliance, Ethics & Equal Opportunity (CEEQ) investigates reports of discrimination and harassment. CEEQ ensures compliance with all University policies that uphold the rights of protected status (religion, age, gender identity, race, disability, etc.). The office also protects equal rights to programs and activities of the University under Title IX.

What should I expect?

- You may choose to file an anonymous report with CEEQ. UNM strives to respect individuals’ privacy and requests for privacy, to the extent permitted by state and federal laws.
- You may not learn the outcome of a particular complaint, depending on your role in the CEEQ process.
- CEEQ staff you speak with will explain how they will handle your report, so that you can decide whether and how you wish to move forward with a complaint. They will discuss informal and formal complaints, available accommodations, supportive measures, and the university’s anti-retaliation policy.
- CEEQ staff will also refer you to available campus and community resources for support and advocacy.
- CEEQ does not advocate for anyone involved a complaint, make policy findings about alleged discrimination or harassment, or sanction those found to have violated University policies.
- You may be contacted by CEEQ for more information about the incident, or to serve as a witness in an ongoing investigation. Your participation in this process is optional and voluntary.
- When you provide CEEQ with information about a possible policy violation, the office may start an investigation without your participation or consent.
- Even if you do not file a formal complaint, CEEQ may invite individuals alleged to have engaged in misconduct to take part in an “informal resolution.” This meeting is designed to prevent recurrence of the behavior in question.
Evaluation questions

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<th><strong>Access:</strong> Are intended users (targets, witnesses, supporters, administrators, practitioners) accessing the site?</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Safety:</strong></td>
</tr>
<tr>
<td>Do users experience safety w.r.t. institution and employees?</td>
</tr>
<tr>
<td>Why and how do users abandon the site?</td>
</tr>
<tr>
<td><strong>Learning:</strong></td>
</tr>
<tr>
<td>Do users get the right information about their options?</td>
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<tr>
<td>Do they reach offices with more knowledge re. what they can do there?</td>
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</table>
In closing

How does Wayfinder help the UNM community meet its objectives?

1) **Immediate**: Navigate a course between what many targets most want (privacy and control) and what institution needs (information).

2) **Longer term**: Wayfinder helps us, as an institution, provide targets, bystanders, and admin/practitioners with a tool to increase access to current resources, as we work to respond more effectively to community harms.
More information

**way-finder** /ˈwāˌfindər/ n (1854) 1 : a sign, landmark, or other indicator used to assist people in navigating to a particular location. 2 : a person navigating to a particular location.

Website: Division for Equity and Inclusion, The Staff and Faculty Wayfinder Website Project


Email contact: Liz Hutchison, ehutch@unm.edu